



2022

Community Action Agency Meeting



Review of today's agenda

- Safety Topic
- Introductions
- Black Hills Energy – Iowa
- Collection path and agency tools
- Customer Service Updates
- Black Hills Energy Bill – redesign
- Black Hills Cares
- Comments from local agencies and other attendees
- Round table discussion
- Q&A

Safe Digging Day – 8/11

“When you’re planning to dig, don’t make a judgment call, make a phone call; call 811 at least two business days before you plan to dig.”

The law requires that you call 811 to have underground utility lines marked before you break ground. That’s true whether you’re a homeowner setting a fencepost or a contractor conducting a large excavation. You can also enter your request at <http://www.iowaonecall.com/>

Visit www.blackhillsenergy.com for more information about 811 and safe digging practices.



Your Black Hills Energy Community Affairs Partners



Nicole Breitbach, Sr. Community Affairs Manager

nicole.breitbach@blackhillsenergy.com

Agencies: HACAP, IMPACT, Iowa Community Action Assoc., Mid-Iowa Community, Northeast Iowa Community Action Corp, Operation Threshold

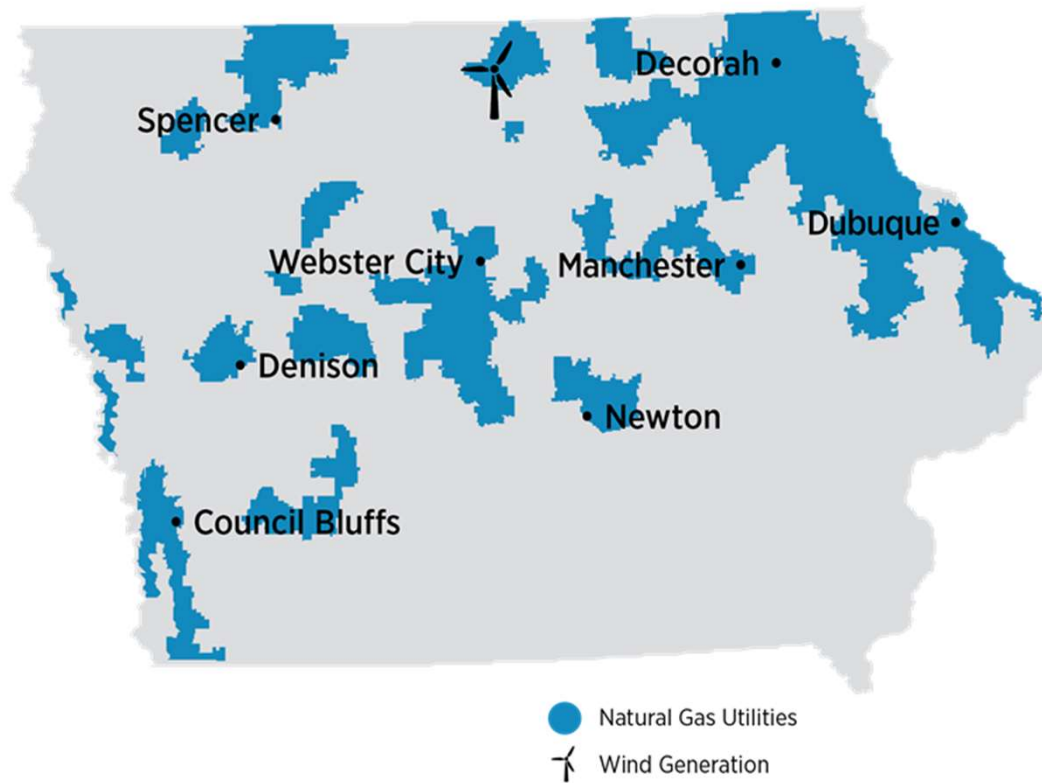


Lynn Porter, Sr. Community Affairs Manager

lynn.porter@blackhillsenergy.com

Agencies: MATURA, New Opportunities, North Iowa Community Action, Upper Des Moines Opportunity, West Central Community Action,

Black Hills Energy – Iowa Gas



Major communities served

- Council Bluffs
- Denison
- Manchester
- Spencer
- Decorah
- Dubuque
- Newton
- Webster City

Fast facts

- 161,905 customers
- 133 communities served
- 278 employees
- 5,521 miles of gas system infrastructure
- 87 MW of electric power generation
- 2 renewable natural gas facilities

Customer Collection Activity Path

The Collection Path spells out what happens with a customer account after the bill is issued

(NOTE: Please use this as an internal reference document for your agency and not for distribution to others)

CWR = Cold Weather Rule

Inside CWR	
Day	Activity
1	Bill
20	Bill Due Date
30	Disconnect Notice
38	Disconnect Phone Call
43	Disconnect Door Tag
45	Disconnect Service
50	Final Bill

Outside CWR	
Day	Activity
1	Bill
20	Bill Due Date
30	Disconnect Notice
38	Disconnect Phone Call
45	Disconnect Service
50	Final Bill

Black Hills Energy Offers:

Payment Arrangements	
Monthly Arrangement	12 – 24-month installments
Free Form Arrangement	Up to 8-week term
Arrangement Reset	Reset arrangement broken within past 30 days

Budget Billing
Levels out customers monthly payments
Monthly budget calculation is the average of the previous 12 months actual bills
Monthly budget amount will only change if the monthly budget calculation is at least 10% greater or less than current budget amount
Changes in budget amount depends on factors such as gas cost and customer usage

***We dropped the requirement that customers cannot have an outstanding balance to enroll*

Customer Care Energy Help Line

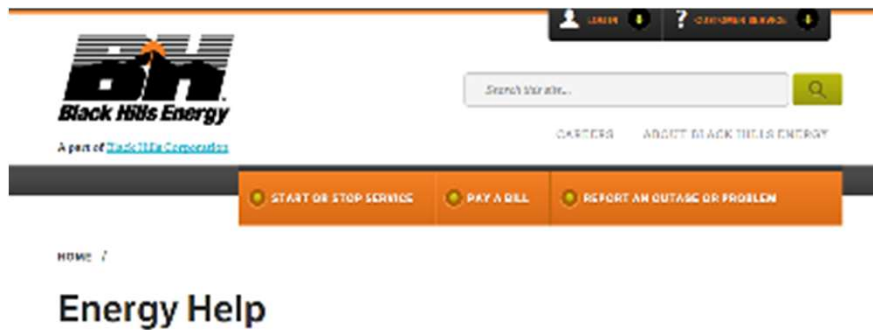
Toll Free Line 1-855-379-5300*

(Note: this number is for EA agency use only. Please do not provide phone number to customers.)

Energy Help Website

Access available to Energy Assistance Agencies Only

<http://energyhelp.blackhillsenergy.com>



Energy Help Website – Agent Self-Serve Tool

Agents can:

- Immediately access customer account information:
 - Bill/pay history
 - Consumption history
 - Account balance
 - Bill copies
 - Disconnect notices
 - Arrangement history
- Place holds or guarantees that temporarily stop collection activity while you process the customer's application and remit approved funds.
- Utilize extensive Q & A section for assistance.
- Email Black Hills Energy's Agency Assistance Team

Updates on BHE Customer Service

- Customers may set up payment plan online or call
- Provided list of LIHEAP approved households that have arrearage amounts to IA Dept. of Human Rights to assist them as they determined if they would be able to help with additional crisis funding
 - BHE extended CWR for 10 business days for all LIHEAP approved customers
- Iowa LIHEAP and Budget Billing Issue
 - Identified code error in program
 - Payment services corrected accounts that were impacted

Coming Soon – new bill design



blackhillsenergy.com
help@blackhillsenergy.com
888-890-5554
Twitter @bhenergy
Facebook @blackhillsenergy

Account: 9999 999 9999
Bill date: 7/13/2021
Service address: 123456 Address, City, ST 99999-9999

July energy usage

Meter read dates: 6/10/2021 - 7/12/2021

View your usage details at blackhillsenergy.com/my-account



Reasons your bill may have changed

- ↑ Higher natural gas usage
- ↑ Increased energy supply costs
- ↑ 3 more days in your billing cycle this year

Did you know

Learn more at blackhillsenergy.com

- Shortening your shower time by a minute can save you 13% in water heating.
- We're investing in the future of renewable natural gas.
- Service Guard can protect you from costly appliance repairs.

Account: 9999 999 9999

Detach and return with payment



PO BOX 6001
RAPID CITY SD
57709-6001

QR

Due by 8/4/2021 **\$86.16**

Amount enclosed:

Help your neighbors in need with energy assistance through a donation to Black Hills Cares, part of Black Hills Corp. Foundation, give online at blackhillscares.com/donate or through one of the following methods:

One-time \$ _____ Monthly \$ _____ Round-up (x) _____

MAKE CHECKS PAYABLE TO:

BLACK HILLS ENERGY
PO BOX 6001
RAPID CITY SD 57709-6001

Previous balance: \$79.01
Payment received 7/7/2021: -\$79.01
New charges: \$86.16

\$86.16
Due by 8/4/2021

July billing summary

Billing period: 6/10/2021 - 7/12/2021 (32 days)



Total new charges: **\$86.16**

blackhillsenergy.com
help@blackhillsenergy.com
888-890-5554

Jane Doe
Account: 9999 999 9999
Service address: 123456 Address, City, ST 99999-9999

Bill history



Messages

If you smell natural gas, leave the area immediately and call 911 and then call Black Hills Energy at 888-890-5554.

A \$1.29 late fee may appear on your next bill if full payment isn't received by the next bill.

Your bill includes gas costs associated with the February 2021 polar vortex event. The recovery of these costs will span the next three years. For information visit blackhillsenergy.com/2021polarvortex.

July bill details

blackhillsenergy.com/understand-your-bill

Rate Schedule B-1 (BH050)

Meter: A000000 Current read: 7147 Previous read: 7066 = 81 CCF

81 CCF x 0.96740 Gas pressure factor x 1.0934 BTU factor = 86 total billable therms

Delivery and distribution: Costs to bring energy to your address.	\$29.46
Customer Charge	\$18.25
Base Rate 86 therms @ \$0.1635	\$10.01
SSMA, 21/32 days	\$0.50
SSMA, 11/32 days	\$0.25
FTTA	\$0.45

Energy supply: Pass-through market cost of natural gas.	\$55.85
EECR 86 therms @ \$0.00351	\$0.30
PGA 86 therms @ \$0.45598, 21/32 days	\$35.69
PGA 86 therms @ \$0.48284, 11/32 days	\$41.27
2021 Polar Vortex 86 therms @ \$0.18123	\$15.59

Other costs: Credits, adjustments and other charges included in your bill. **\$0.00**

Taxes and fees: Local and state taxes and fees. **\$0.85**
County Sales Tax \$85.31 @ 1%

Total charges this month **\$86.16**

Go paperless

Paperless billing delivers your bill to your email instead of your mailbox.
blackhillsenergy.com/paperless

Set up Budget Billing

Average your bill over the past 12 months so your bill is about the same each month.
blackhillsenergy.com/budget

Manage your account at blackhillsenergy.com/my-account

- Save payment options for future use
- Start, stop and transfer service
- View usage details
- See your billing and payment history
- Download bill statements
- Change your address

If you wish to dispute any charges on your bill, please contact us at 888-890-5554. If we're unable to resolve your issue, you have the right to contact the Alaska Pipeline Commission at 800-000-0000. Tariff and rate schedule information available at blackhillsenergy.com/rates.

Ways to pay your bill at blackhillsenergy.com/pay

- Log in to pay: Pay with your checking or savings account.
- Guest pay: Pay without an online account.
- Auto Pay: Have your payment auto-deducted from your checking or savings account.
- Credit card: Pay with a credit or debit card through Speedpay. Convenience fees may apply. Online: internet.speedpay.com/bhe Phone: 866-537-9039



New Line Items

Polar Vortex – recover the cost of natural gas purchased over 2 years

\$0.33904 per therm *For residential customers, usage is the biggest factor in energy bills and weather (or temperature) is the driver in increased usage*

April 2021 – March 2023

RCE – Rate Case Expense: fixed monthly surcharge as part of the rate review settlement

Residential customers \$0.12

March 2022 – February 2025

Black Hills Cares Program



Black Hills Cares Program assists eligible customers in need pay their BHE bills or emergency energy-related expenses.

The program uses voluntary donations from our customers and employees.

Black Hills Energy matches those donations dollar for dollar.

Black Hills Cares Program

How can agencies use Black Hills Cares to help customers?

- Applicants must have either
 - A delinquent balance on their BHE account
 - OR
 - Have an emergency need for furnace repair or replacement
- Assistance can not exceed **\$1,000** per season
- Funds can be used once per household per season

How to qualify

- Customer must have applied for LIHEAP assistance and have been approved through your agency
- OR
- Be 60 years of age or older, disabled/handicapped, or have a physician's statement verifying that being without heat would be detrimental to their health
- OR
- Their immediate resources, because of illness, recent unemployment, or unexpected expenses are inadequate to meet their heating needs.

Black Hills Cares Program

- Payments to be made Quarterly to ICAA:
February, May, August and November
- Customer and Employee donations:
Residential natural gas heating services provided by Black Hills Energy
- Foundation Match:
Utility that provides residential heating services powered by natural gas including
Black Hills Energy, Alliant Energy, MidAmerican Energy
Must reside in certain communities.
- \$1,000 per household in a 12-month period
- Two reporting periods (IUB report and BHE year end)

Reporting - IUB

IUB Report Format:

- Program year ends June 30.
 - Annual reporting format will be sent to you by Aug 1
 - It will include starting balance (same as ending balance on last report)
 - Final report due to BHE by Sept 1. It should include:
 - Amount spent
 - Number of households served
 - Amount retained for administrative costs
 - Remaining balance

Reporting – Black Hills Energy

Report Format:

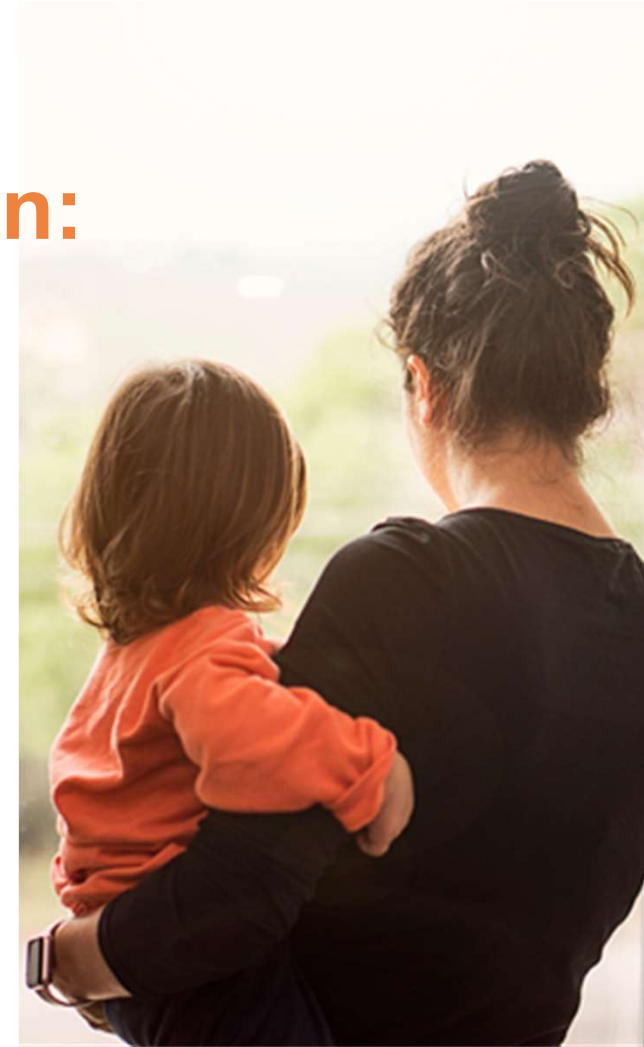
- Period of January 1 – December 31
 - Annual reporting format will be sent to you by Jan. 1
 - It will include starting balance
 - Final report due to BHE by February 1. It should include:
 - Amount spent
 - Number of households served

Let's hear from YOU

Round Table Discussion:

What's new at your agency?

- Trends in LIHEAP applications
- Other programs available from local agencies
- Issues or suggestions
- Anything you want to share with the group





Questions?

